

Department of California Highway Patrol
AREA MANAGEMENT EVALUATION
 Chapter 14
 COMMUNICATIONS SYSTEMS

Area
222

Division
Valley

Number

Evaluated By PSDSI Emery

Date 08/26/08

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed in the Summary Statement. The Summary Statement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Summary can be handwritten if desired.

Type of Evaluation

☐ Formal

☒ Informal

Suspense Date

Follow-up Required

☐ Correction Report

☐ Yes

☒ No

by _____

Commander's Review

Date

1. TELEPHONE

Evaluated

☒

Action Required

☐

Corrected

☐

a. Is the Area's telephone system efficient and effective?

☒ Yes ☐ No

(1) Are telephone locations beneficial to the operation?

☒ Yes ☐ No

(2) Are there a sufficient number of lines?

☒ Yes ☐ No

(3) Is the intercom system adequate?

☒ Yes ☐ No

(a) What kind of intercom system is used? Paging System throughout the Office.

(4) In the context of the total system (switchboards, call diverters, direct lines, etc.), are Area's needs being met?

☒ Yes ☐ No

(5) Has any planning been undertaken to address replacement or upgrading?

☐ Yes ☒ No

b. Is call answering efficient and effective?

☒ Yes ☐ No

(1) Who is responsible for answering calls? Public Safety Dispatcher II's

(2) Who answers additional incoming calls to ensure prompt public service? Clerical Staff

(a) How is the need for answering additional incoming calls recognized? If all lines are busy it goes to a recording.

(3) How are calls handled after business hours? Dispatch is a 24/7 operation. Clerical forwards their calls to a greeting after hours.

(a) Do tape recorded messages contain sufficient information to give guidance to the public?

☒ Yes ☐ No

(4) Are callers greeted properly?

☒ Yes ☐ No

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c. Are road and weather conditions provided?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(1) Is the employee who provides road and weather information given up-to-date information?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(a) If a tape-recorded message, is it updated with the most current information available?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
(2) Are alternative sources, such as telephone numbers for the Caltrans Highway Information Network and weather bureau, provided?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
d. If CALNET is available, do employees understand how to use it?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
(1) If applicable, have instructions in the use of CALNET been provided?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
(2) Is a long distance log maintained?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
(3) Are telephone billings reviewed for accuracy and potential abuse?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
e. Are Operational Dial Telephone, or "green phone" lines of sufficient quantity?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(1) Is use restricted to operational communications?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(2) Are ODT directories made available?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
f. Who is assigned telephone company calling cards? No one.		
(1) Is use appropriate?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
(a) Are calls logged?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
g. Are personnel familiar with the telephone system and related equipment?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(1) Can programmed functions and features be used efficiently?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(2) Who is authorized to program telephones? Supervisors		
(a) Has special training been received?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(3) Are speed dial numbers programmed?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(a) Is the list updated/kept current?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(4) Telephone management informational statistical reports reviewed/filed?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
h. Where are any assigned cellular telephones located?		
S-1, S-2, S-3 and 80-C		
(1) Does use comply with policy?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(2) How is maintenance and repair handled? N/A		
(3) Are billings reviewed and approved?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

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2. MANAGEMENT INFORMATION SYSTEM (MIS)	Evaluated <input checked="" type="checkbox"/>	Action Required <input type="checkbox"/>	Corrected <input type="checkbox"/>
a. Personnel			
(1) Are all MIS equipment operators authorized?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(a) What specific employee(s) is held accountable for data entry? Clerical			
(b) Is there an MIS-trained alternate?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(c) Are supervisors MIS-trained?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(d) Are all operators proficient?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(2) Has a background check been performed on those MIS operators having access to the California Law Enforcement Telecommunications System?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(3) Has a Department of Justice audit of Area's criminal records taken place?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(a) If problems have been identified by the audit, what corrective action has been initiated? No problems identified.			
b. Messages			
(1) Is the comm-net system being used to the fullest extent possible?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(2) Are messages formatted properly?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(3) Are all transmitted messages authorized?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(4) How frequently are incoming messages checked? Daily			
(5) Is distribution and filing of MIS messages efficient?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(a) Is the commander notified of significant messages after business hours?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
c. Equipment			
(1) Adequate and properly located?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(a) Messages visible to the public?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(2) Noise or heat problem?			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
(3) Have arrangements for after-hours maintenance been made (e.g., paper supply, power source, etc.)?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(4) Is there proper security to counter unauthorized use?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(5) Is there employee awareness and an established protocol to prevent spilling liquids onto the CRT keyboard?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
d. Data Entry and Evaluation			
(1) Is all data promptly and accurately entered?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(a) Does time taken for data entry appear reasonable?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

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(2) Are procedures outlined in Chapter 8 of HPG 40.2 being followed to reconcile data entry with the Daily Transaction/Error Report?

☐ Yes ☐ No

(a) How does the error rate compare to Division and statewide average error rates?

3. RADIO - NONDISPATCH OFFICE

Evaluated
☒

Action Required
☐

Corrected
☐

a. Radio Use

(1) Is use of the Area's base station beneficial?

☒ Yes ☐ No

(a) What are some of the uses? If the power goes out and the generator kicks on it works. It is also used in the area offices to contact officers on channel 2. The base stations are periodically checked to make sure it is functioning properly.

(2) Is the use appropriate?

☒ Yes ☐ No

(3) Is there any interference with dispatch point operations?

☐ Yes ☒ No

(a) Were Communications Supervisors (CSs) consulted for their input?

☒ Yes ☐ No

b. Logs

(1) Are radio messages logged per HPM 60.1?

☒ Yes ☐ No

(2) Are logs retained as required by policy?

☒ Yes ☐ No

c. Efficiency

☒ Yes ☐ No

(1) Range of transmitter and quality of reception adequate?

☒ Yes ☐ No

(2) Console in a location for effective monitoring and use?

☒ Yes ☐ No

4. RADIO - DISPATCH OFFICE

Evaluated
☒

Action Required
☐

Corrected
☐

a. Supervision

(1) Is the supervisor or alternate available to Communications Operators (COs)?

☒ Yes ☐ No

(2) Is supervision effective?

☒ Yes ☐ No

(3) Is shift staffing appropriate?

☐ Yes ☒ No

(a) Are COs performing routine clerical jobs?

☐ Yes ☒ No

(4) Does scheduling for COs provide for individual as well as operational needs?

☒ Yes ☐ No

(a) Is vacation scheduling adequate?

☒ Yes ☐ No

(b) Are lunch and rest breaks appropriately arranged?

☒ Yes ☐ No

(c) Is there relief for solo COs?

☐ Yes ☒ No

(5) Are leave credits (including use of sick leave) managed properly?

☒ Yes ☐ No

(a) Is there any evidence of sick leave abuse by employees?

☐ Yes ☒ No

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(b) Is a sick leave tracking system in place?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
b. Training		
(1) Are new COs assigned training with a Communications Training Specialist?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(a) Does the Training Specialist utilize HPG 60.4 (training guide), including checklists, to train new COs?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(2) Does the CS fully participate in the training process?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(3) Have COs been scheduled to attend Phase I, Phase II and In-Service training?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(4) Has the CS attended Non-Uniformed Supervisory Training and Communications Supervisor In-Service Training?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
(5) Does the Communications Center conduct frequent and ongoing training?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(a) Are agendas and minutes prepared?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
c. Equipment		
(1) What is the condition of the radio equipment? Good		
(a) Need of replacement?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
(b) Capabilities sufficient?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(c) Who authorizes repairs? Supervisor		
(d) Has repair overtime been kept at a minimum?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(e) Are trouble reporting requirements met?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(2) Are personnel aware of the full capability of the radio equipment?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
d. Communications Center		
(1) Furniture and equipment arranged for efficiency and coordination?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(a) Sufficient space available for reference materials?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(b) Maps current?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(c) Reference material convenient for COs?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(d) Is knowledge of reference material apparent?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(2) Is the appearance of the Communications Center businesslike?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(a) Is access limited to avoid distractions to COs?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(b) Does each CO have a location for storage of personal items?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(3) Is lighting adequate?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(4) Have background noise-dampening materials been installed?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

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(5) Is heating and cooling adequate?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(6) Are restrooms located nearby?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
e. Procedures		
(1) Are procedures for dispatch operations included in a Standard Operating Procedures (SOP) guide?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(a) Are procedures current and adequate?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
f. Records		
(1) Are message logs/radio cards legible?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(a) Are they used properly?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(2) For Computer Assisted Dispatch (CAD) centers, are computer entries accurate and complete?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(3) Are "signal 10-11s" at 30-minute intervals documented on CHP 142?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(4) Does CHP 122A document proper radio tape retention?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(5) Does the filing system allow information to be easily retrieved?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(6) Is too much or too little information being logged?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
(7) Are COs aware of the importance of accurate monthly telephone and radio volume data reports?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
g. Effectiveness		
(1) Are COs proficient?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(2) What is the overall quality of the dispatch operation? Good		
(3) Is staffing sufficient?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
h. Equipment Room		
(1) Is the room being used for storage other than communications equipment?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
(2) Is the room clean?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(3) Is cabling for radios and telephones in disarray or maintained in protective conduit?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(4) Are procedures for reporting malfunctions in place, and are they understood by employees?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(5) Is electrical equipment protected by an uninterrupted power source?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(6) Is there a procedure in place for testing emergency back-up power sources?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

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5. RADIO DISPATCH - EMERGENCY INCIDENT OPERATION	Evaluated <input checked="" type="checkbox"/>	Action Required <input type="checkbox"/>	Corrected <input type="checkbox"/>
a. Responsibilities			
(1) Employee awareness of the Department's responsibility for incident command and state agency coordination at emergency/hazardous materials incidents?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(2) Are required notifications made by communications personnel?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(3) If assigned, what is the function of the watch officer? N/A			
(4) Are personnel familiar with HPM 50.1, Emergency Response Manual?			
b. Procedures			
(1) Are dispatch operation emergency procedures incorporated into an SOP?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(a) SOP in compliance with GO 100.25?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(2) Procedures current, adequate and clear?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(3) Are there established evacuation procedures?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(a) In the event of an evacuation, is there a procedure for notification, transfer or rerouting of incoming calls? 911 calls?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Reference Material			
(1) Does the dispatch office maintain an emergency incident library?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(a) Is the reference material current?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Who maintains the library? Supervisor/Dispatch Personnel			
(c) Do communications personnel know how to obtain reference material?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(d) Are appropriate manuals, guides and checklists involving hazardous materials and emergency operations readily available?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(e) Are current telephone numbers for OES, Caltrans, etc., on hand?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Communications Supervisor			
(1) Does the supervisor become actively involved during emergency incidents?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(2) Does the supervisor participate in post-incident critiques?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(3) Is feedback from Area employees regarding performance during major incidents solicited?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Documentation Procedures			
(1) Does the SOP contain procedures for documentation of emergency incidents?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(2) Who has responsibility for ensuring adequate documentation of an emergency incident?			
Supervisor's			
(3) Do Communications Center personnel provide input for post-incident critiques?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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(4) Who is responsible for preparation of After-Action Reports? Supervisor's

f. Training

(1) Has training been provided in emergency incident procedures? ☒ Yes ☐ No

(2) Are procedures in place to ensure formal training is provided to all communications personnel? ☒ Yes ☐ No

(a) Has all training been documented? ☒ Yes ☐ No

(3) Is there an understanding of the CHP incident command function? ☒ Yes ☐ No

(4) Has a priority list for personnel training been established? ☒ Yes ☐ No

(5) Who coordinates the training? Training Officer/Supervisor

COMMENTS Reference #1B Call answering is efficient and effective due to our call response factor of 93.56%. Reference #1D Calnet is no longer used by the State this was the communications old telephone system. Reference E(2) ODT directories are not made available due to the phones being removed from the area offices. Reference #4 A(3) Shift staffing is not appropriate due to Truckee Communications Center having a hard time retaining personnel or finding personnel to do the job. Reference #4 © There is no relief for solo CO'S at this time due to Truckee Communications only having 4 CO'S and all dispatchers are on mandatory 12 hour shifts. Reference B (4) The CS has not attended Non-Uniformed Supervisory Training due to staffing at the Communications Center. The Supervisor is performing dispatch duties as well as supervisory duties. Reference G (3) Staffing is currently not sufficient Truckee Communications Center is allotted 12 positions currently 4 out of the 12 are filled with 4 trainees.
